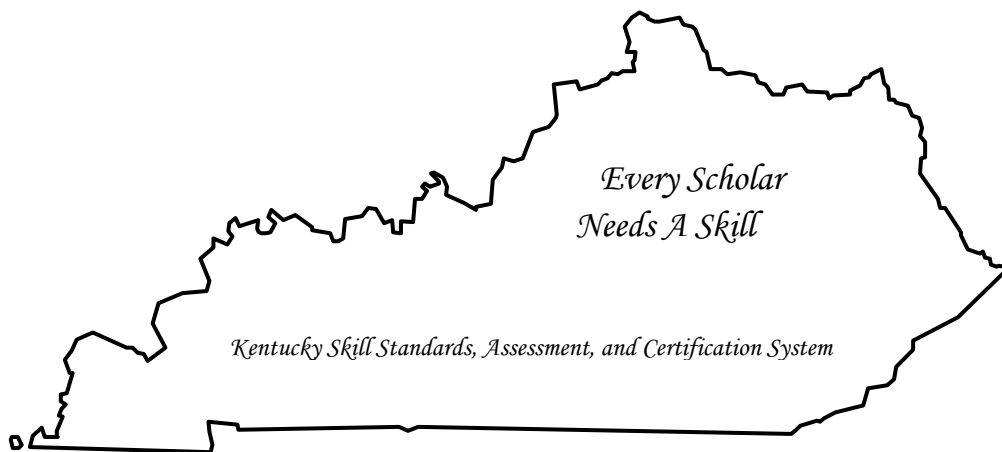


# *Kentucky Hospitality Services Skill Standards*



Established by the Hospitality Services Skill Standards Task Force

July 2000

## *ACKNOWLEDGEMENTS*

As Project Coordinator for the Hospitality Services Skill Standards Project in Family and Consumer Sciences, I have been privileged to work with outstanding Business and Industry Representatives and teachers from middle school and secondary family and consumer sciences programs across the state. This group has reviewed, endorsed, edited, rewritten, and revised documentation relating to this skill standards project.

The mission of the Hospitality Services Skill Standards Task Force was to develop a “user-friendly” document that would serve as a tool for instruction for all family and consumer sciences teachers. Our hope is that schools/teachers will use this document as a framework for further curriculum development and alignment. Future plans for the Task Force will include regular reviews and updates to the document and development and review of skill standards assessment items.

A project of this significance relies heavily on the support and cooperation of many. The state effort could not have been accomplished without the persistence and guidance from Pamela Moore, State Skill Standards Project Director, and Mikala Rahn, national consultant for the effort. The National Association of State Administrators for Family and Consumer Sciences has also provided clear guidance and direction for the implementation of the National Standards for Family and Consumer Sciences Education. On behalf of the Kentucky Department of Education, Division of Career and Technical Education, I would like to acknowledge the support of the Hospitality Services Skill Standards Task Force and the contribution they made to this project. The following persons served on this task force:

Susan Higdon, Graves Co. High School  
Cathy Bush, Henry Co. High School  
Kaye Hudson, Southwestern High School  
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The following business and industry representatives assisted with the development and/or review of the project and have endorsed the attached standards:

Dr. Sarah Henry, KY Association Family and Consumer Sciences  
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With Many Thanks,

Ginny Ellington, Family and Consumer Sciences Consultant  
Kentucky Department of Education  
Division of Career and Technical Education

## INTRODUCTION

### Hospitality Services Career Major

In 1990, the Kentucky Education Reform Act (KERA) academic goals outlined what every student in Kentucky schools should know and be able to do. In 1998, Kentucky adopted the National Family and Consumer Sciences Skills Standards that answers the question: “What does a worker need to know and be able to do to contribute to the safe and effective delivery of family and consumer sciences and related occupations?” The standards inform current and future family and consumer sciences employers, employees and educators about what skills and knowledge workers need in order to succeed—in a job, a life-long career and in the dual role of family member/wage earner.

**The field of Hospitality Services is large and diverse, including more than 60 types of employers and 200 types of occupations, according to industry sources. These occupations vary in setting, complexity, responsibility and training requirements.**

Diversity of setting and variety of activity in this field contribute to its appeal as a potential career choice. In addition to these characteristics, careers in the field allow an individual to combine avocation with vocation, involve considerable interaction with people, and offer the satisfaction of contributing to another person’s enjoyment. Some job opportunities are food service management, lodging managers, housekeepers and butlers, restaurant hosts/hostesses, hotel desk clerks, travel agents. An increase of approximately 15% in a variety of hospitality positions is projected through the year 2006.

#### Preparation for Tomorrow’s Workforce

Carl D. Perkins Vocational and Technology Act of 1990 mandates broad vocational, rather than job-specific, training and an integration of academic and vocational content. The Act requires programs to provide students with a general understanding of “all aspects of an industry.” More recently, the first of the five Indicators of Performance in the new Perkins legislation addresses “student attainment of challenging state-established academic and vocational/technical skill proficiencies.”

Skill Standards are the performance specifications that identify the knowledge, skills and abilities, and individual needs to succeed in the workplace. Identifying the necessary skills is critical to preparing students for entry into employment. Skill standards provide a common vocabulary to enhance communication between:

- Employers and Job Seekers—to specify the knowledge, skills, aptitudes and attitudes required for recruitment, hiring, and retention in a company or within an industry.
- Employers and Schools or Job Training programs--to encourage the alignment of school curricula with industry requirements, to update educational objectives as workplace demands change, and to ensure a better return on public and private education and training investments.
- Employers or Job Seekers and Schools or Job Training Programs--to help employees and job seekers make should decisions about their own education and training needs in a changing market place.

In the most successful workplaces, the only constant is change. Jobs that were previously simple now require high performance work processes and enhanced skills in order to compete globally. Skill standards reflect these changing workplace realities and are keys for helping applicants and employers enjoy greater career opportunities and achieve higher standards of living and economic security.

## Kentucky's Certification System

Skill standards are important today to educators, employers, and students who desire jobs after graduation from high school. The Division of Career and Technical Education, in conjunction with employers from the family and consumer sciences industry, are working together to develop a system to certify that students have attained the necessary skills for employment. The first step in developing this system was the development or adoption of skill standards that describe the necessary occupational, academic and employability skills needed to enter the industry. Mastery of these standards would signal to employers that the student is employable and ready to begin employment with the industry.

In order to insure that students in fact attained the necessary skills described in the standards document, students will take an assessment based on the standards. The assessment system includes two components:

Multiple-choice questions specifically testing the mastery of the Skill Standards; and

Problem-based scenario to test the students problem solving and decision-making skills related to their occupational standards.

Students that pass each of the components at a specified percentage level; will receive an industry-recognized certificate to provide to employers communicating mastery of the standards.

## Program Sequence for Family and Consumer Sciences Skill Standards

Students should complete a coherent sequence of courses from the secondary Family and Consumer Sciences curriculum. The sequences are developed by Career Major and include Family and Consumer Sciences Education, Family Services, Child Care, Food Service, Hospitality Services, Housing and Interiors, Textiles and Apparel, and Consumer Services. Courses under each major must also be in the Kentucky Program of Studies.

Three credits are required from the following recommended courses for a student to take the Hospitality Services assessment:

Life Skills  
Career and Family  
Culinary Skills

Foods  
Relationships  
Specialized Services in Hospitality Services

## Course Descriptions

**Life Skills** – is a comprehensive course providing an opportunity for acquiring basic life skills and allows students to select specific areas for concentrated study. Emphasis is on work and family, adolescent development, selection and care of clothing, consumer spending, housing choices, challenges of child rearing and guidance in establishing relationships. This is the foundation course for all career majors.

**Career and Family** – is designed to help students realize the level of commitment required to manage career and family. It assists students in developing the skills needed to resolve family and work issues. The extent to which a career impacts family goals, meets financial goals and reflects personal values is explored.

**Culinary Skills** – is designed to provide training for employment in hospitality services in the area of food service. Career decisions and demands on family life are explored as well as skills and concepts related to supportive services such as public relations, food and beverage operations, management, techniques and entrepreneurship. Instruction includes on-the-job experiences.

**Foods** – is designed to assist students in making critical decisions about food which contribute to health and well-being. Laboratory instruction is included as an application process. Practical problems addressed relate to attitudes toward food, nutrition facts, special health concerns and diets, management of food resources, preparation skills and careers in nutrition and food service.

**Relationships** – assists students in developing self-understanding, in understanding of others, in improving interpersonal skills both within and outside the family, in being more considerate of others' needs and property, and in maintaining mental and emotional wellness. Family Life education comprises a portion of this course, including dating and married relationships. Preparations for and the achievement of a successful marriage are emphasized.

**Specialized Services in Hospitality** – capstone course to provide training in specialized services within the hospitality field. Jobs and career opportunities are explored. Instruction includes skill development and practice. Shadowing and work experiences in a variety of commercial establishments such as hotels and motels are included.

Leadership development and employability skills are supplemented in all of these courses through the career and technical student organization, **Family, Career and Community Leaders of America**, through various projects and activities.

This document identifies the skill standards developed to be assessed in the certification process. Current curriculum in Family and Consumer Sciences offered in your school should be aligned to these standards. A crosswalk shows the relationship between the family and consumer sciences skill standards, academic expectations, and the SCANS (Secretary's Commission on Achieving Necessary Skills). SCANS was developed by the U.S. Department of Labor in 1991 with employers from all over the nation. They describe the necessary foundation skills and competencies necessary to succeed in the workplace.

For more information about the skill standards, crosswalks or certification system for Family and Consumer Sciences, please contact:

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# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

## Skill Standards

## Kentucky Academic Expectations

## SCANS

	<b>OCCUPATIONAL STANDARDS</b>				
<b>5.0</b>	<b>Integrate knowledge, skills, and practices required for careers in facilities management and maintenance.</b>				
<b>5.1</b>	<b>Analyze career paths within the facilities management and maintenance areas.</b>				
5.1.1	Determine the roles and functions of individuals engaged in facilities management and maintenance careers.	2.37	Employability Skills	C5	Acquires and Evaluates Information
5.1.2	Explores opportunities for employment and entrepreneurial endeavors.	2.37	Employability Skills	C5	Acquires and Evaluates Information
5.1.3	Examine education and training requirements and opportunities for career paths in facilities management and maintenance.	2.37 5.1	Employability Skills Critical Thinking	C5	Acquires and Evaluates Information
5.1.4	Examine the impact of facilities management and maintenance occupations on local, state, national, and global economies.	2.18 2.37 5.1	Structure and Function of Economics System Employability Skills Critical Thinking	C5	Acquires and Evaluates Information
<b>5.2</b>	<b>Demonstrate planning, organizing and maintaining an efficient housekeeping operation.</b>				
5.2.1	Design housekeeping standards and procedures.	1.4 1.10	Writing Classifying	C6 F1	Organizes and Maintains Information Writing
5.2.2	Operate cleaning equipment and tools.	3.4	Resourceful and Creative	C19	Applies Technology to a Task
5.2.3	Manage use of supplies.	1.10 3.4 3.6	Classifying Resourceful and Creative Make Decisions Based on Ethical Values	C3	Allocates Materials and Facility Resources
5.2.4	Maintain building interior surfaces, wall coverings, fabrics, furnishings, and floor surfaces.	1.10 3.4	Classifying Resourceful and Creative	C3	Allocates Materials and Facility Resources
5.2.5	Perform cleaning based on established standards.	1.10	Classifying	C3	Allocates Materials and Facility Resources
5.2.6	Design energy-efficient methods.	2.1 5.2	Nature of Science Activity Creative Thinking	C2 C3 C5	Allocates Money Allocates Materials and Facility Resources Acquires and Evaluates Information
5.2.7	Demonstrate quality services which exceed the expectations of customers.	4.1	Interpersonal Skills	C11	Serves Clients/Customers
<b>5.3</b>	<b>Demonstrate sanitation procedures for a clean and safe environment.</b>				
5.3.1	Examine the various types of cleaning methods and their environmental effects.	1.1 1.2 2.6	Accessing Sources of Information Reading Change Over Time	C5	Acquires and Evaluates Information

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

## Skill Standards

## Kentucky Academic Expectations

## SCANS

		5.1	Critical Thinking		
5.3.2	Examine federal and state regulations regarding the handling, use, and storage of chemicals.	1.1 1.2	Accessing Sources of Information Reading	C5	Acquires and Evaluates Information
5.3.3	Apply Occupational Safety and Health Administration (OSHA) regulations to situations in which blood-borne pathogens exist and need to be labeled.	1.1 2.1 2.6	Accessing Sources of Information Nature of Science Activity Change Over Time	C7 F13	Interprets and Communicates Information Responsibility
5.3.4	Execute a pest control system appropriate for the facility.	2.1	Nature of Science Activity	C3 C11 F13	Allocates Materials and Facility Resources Serves Clients/Customers Responsibility
5.3.5	Apply Centers for Disease Control (CDC) standards.	1.1 2.1	Accessing Sources of Information Nature of Science Activity	C6	Organize and Maintains Information
5.3.6	Apply the Americans with Disability Act (ADA) regulations.	1.1	Accessing Sources of Information	C6	Organize and Maintains Information
<b>5.4</b>	<b>Apply hazardous materials and waste management procedures.</b>				
5.4.1	Carry out federal, state, and other regulations regarding waste management.	1.1 2.1	Accessing Sources of Information Nature of Science Activity	C3 C7 F9 F13	Allocates Materials and Facility Resources Interprets and Communicates Information Problem Solving Responsibility
5.4.2	Demonstrate a waste minimization plan.	2.1 5.1	Nature of Science Activity Critical Thinking	C3 C7 F9	Allocates Materials and Facility Resources Interprets and Communicates Information Problem Solving
5.4.3	Practice a recycling program for conservation of resources.	2.1	Nature of Science Activity	C3	Allocates Materials and Facility Resources
5.4.4	Record hazardous situations accurately and communicate to appropriate authorities.	1.11 1.12	Writing Speaking	C7 F2 F6	Interprets and Communicates Information Writing Speaking
5.4.5	Determine procedures for safely handling and storing hazardous materials and waste products.	1.11 2.1 2.6 2.31 4.4	Writing Nature of Science Activity Change Over Time Mental and Emotional Wellness Rights and Responsibilities	C3 F2 F13	Allocates Materials and Facility Resources Writing Responsibility
5.4.6	Demonstrate safe disposals of pesticides.	2.1 2.6 2.31 4.4	Nature of Science Activity Change Over Time Mental and Emotional Wellness Rights and Responsibilities	C3 C6 F13	Allocates Materials and Facility Resources Organizes and Maintains Information Responsibility
<b>5.5</b>	<b>Demonstrate a work environment that provides safety and security.</b>				

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
5.5.1	Design procedures for external and internal emergencies.	1.11 5.1	Writing Critical Thinking	C3 C4 C5 C6 F8	Allocates Materials and Facility Resources Allocates Human Resources Acquires and Evaluates Information Organize and Maintains Information Decision Making
5.5.2	Prepare security procedures.	1.1 1.11	Accessing Sources of Information Writing	F2 F8	Writing Decision Making
5.5.3	Demonstrate safe procedures in the use, care, and storage of equipment.	2.31	Mental and Emotional Wellness	C3	Allocates Materials and Facility Resources
5.5.4	Apply safety and security procedures as required by Occupational Safety and Health Administration (OSHA) and other agencies.	1.1 2.1 2.31 4.4	Accessing Sources of Information Nature of Science Activity Mental and Emotional Wellness Rights and Responsibilities	C3 C5 F1	Allocates Materials and Facility Resources Acquires and Evaluates Information Reading
5.5.5	Apply procedures for infection control.	2.6 2.31 4.4	Change Over Time Mental and emotional Wellness Rights and Responsibilities	F9	Problem Solving
5.5.6	Examine Concepts of epidemiology.	2.6 5.1	Change Over Time Critical Thinking	C5	Acquires and Evaluates Information
<b>5.6</b>	<b>Demonstrate appropriate laundering processes.</b>				
5.6.1	Examine the functions of machines and equipment used in laundry operations.	5.1 5.5 6.2 6.3	Critical Thinking Problem Solving Developing New Knowledge Expanding Existing Knowledge	C5	Acquires and Evaluates Information
5.6.2	Demonstrate laundry procedures.	1.1 1.3 1.12	Accessing Sources of Information Observing Speaking	C3 C7	Allocates Materials and Facility Resources Interprets and Communicates Information
5.6.3	Apply procedures for the selection of textiles, chemicals, and equipment associated with laundry.	5.4	Decision Making	C3	Allocates Materials and Facility Resources
5.6.4	Apply regulations regarding laundry/linen systems.	1.1 5.4	Accessing Sources of Information Decision Making	C3 C7	Allocates Materials and Facility Resources Interprets and Communicates Information
<b>5.7</b>	<b>Demonstrate facilities management functions.</b>				
5.7.1	Demonstrate quality customer service which exceeds expectations.	2.16 2.18	Structure and Function of Social System Structure and Function of Economics System	C11	Serves Clients/Customers
5.7.2	Examine the elements involved in staff planning, recruiting, interviewing, and selecting of employees.	1.1 1.2 1.3 1.4	Accessing Sources of Information Reading Observing Listening	C4	Allocates Human Resources
5.7.3	Design staff schedules.	1.10 5.5	Classifying Problem Solving	C4	Allocates Human Resources
5.7.4	Conduct orientation, regular training and education,	4.1	Interpersonal Skills	C4	Allocates Human Resources



# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

## Skill Standards

## Kentucky Academic Expectations

## SCANS

	and on-the-job training/retraining.	4.4	Rights and Responsibilities	C12	Exercise Leadership
5.7.5	Apply work measurement techniques.	2.10	Measurement	C2 C3 F3 F4	Allocates Money Allocates Materials and Facility Resources Arithmetic Mathematics
5.7.6	Apply principles of purchasing and receiving in facility management operations.	2.30	Consumerism	C3	Allocates Materials and Facility Resources
5.7.7	Implement inventory procedures.	1.10	Classifying	C6 F8	Organizes and Maintains Information Decision Making
5.7.8	Apply accounting principles in planning and forecasting profit and loss.	1.10 2.7 2.8	Classifying Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
5.7.9	Implement marketing plan.	1.1	Accessing Sources of Information	C11 F7 F9	Serves Clients/Customers Creative Thinking Problem Solving
<b>10.0</b>	<b>Integrate knowledge, skills, and practices required for careers in hospitality, tourism, and recreation.</b>				
<b>10.1</b>	<b>Analyze career paths within the hospitality, tourism, and recreation industries.</b>				
10.1.1	Determine the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.	1.1 1.10 2.37	Accessing Sources of Information Classifying Employability Skills	C5 C6	Acquires and Evaluates Information Organizes and Maintains Information
10.1.2	Explore opportunities for employment and entrepreneurial endeavors.	2.37 3.4 3.7	Employability Skills Resourceful and Creative Learn on One's Own	C5 C6	Acquires and Evaluates Information Organizes and Maintains Information
10.1.3	Examine education and training requirements and opportunities for career paths in hospitality, tourism, and recreation.	2.37 5.1	Employability Skills Critical Thinking	C5 C6	Acquires and Evaluates Information Organizes and Maintains Information
10.1.4	Examine the impact of hospitality, tourism, and recreation occupations on local, state, national, and global economies.	2.18 5.1	Structure and Function of Economic System Critical Thinking	C5	Acquires and Evaluates Information
<b>10.2</b>	<b>Demonstrate procedures applied to safety, security, and environmental issues.</b>				
10.2.1	Examine the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries.	2.1 5.1 6.1	Nature of Science Activity Critical Thinking Applying Multiple Perspectives	C5	Acquires and Evaluates Information
10.2.2	Demonstrate ability to ensure customer safety.	4.3 4.4	Consistent, Responsive, Caring Behavior Rights and Responsibilities	C11	Serves Clients/Customers
10.2.3	Manage evacuation plans and emergency procedures.	4.3 4.4	Consistent, Responsive, Caring Behavior Rights and Responsibilities	C3	Allocates Materials and Facility Resources
10.2.4	Examine utilization of resources and ways to conserve them.	2.1	Nature of Science Activity	C3	Allocates Materials and Facility Resources

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
10.2.5	Design a system for documenting and investigating reports related to safety, security, and environmental issues.	1.10	Classifying	C3 C6 F2	Allocates Materials and Facility Resources Organizes and Maintains Information Writing
<b>10.3</b>	<b>Apply concepts of service to meet customer expectations.</b>				
10.3.1	Practice service methods which exceed the expectations of customers.	2.16 2.18 4.4	Structure and Function of Social System Structure and Function of Economic System Rights and Responsibilities	C11	Serves Clients/Customers
10.3.2	Determine the relationship between employees attitudes and actions and customer satisfaction.	2.16 2.18	Structure and Function of Social System Structure and Function of Economic System	C11	Serves Clients/Customers
10.3.3	Employ strategies for resolving complaints.	4.1 5.1	Interpersonal skills Critical Thinking	C11 F9	Serves Clients/Customers Problem Solving
10.3.4	Measure the impact customer relations have on success of the hospitality.	1.2 1.3 1.4 2.16 2.18 5.1	Reading Observing Listening Structure and Function of Social System Structure and Function of Economic System Critical Thinking	C5 C11	Acquires and Evaluates Information Serves Clients/Customers
10.3.5	Measure the impact customer relations have on the needs of special populations.	1.2 1.3 1.4 2.16 2.18 5.1	Reading Observing Listening Structure and Function of Social System Structure and Function of Economic System Critical Thinking	C5 C11	Acquires and Evaluates Information Serves Clients/Customers
<b>10.4</b>	<b>Demonstrate practices and skills involved in lodging occupations.</b>				
10.4.1	Demonstrate front desk skills.	4.1	Interpersonal Skills	C11	Serves Clients/Customers
10.4.2	Perform cash handling, accounting, and financial transactions.	2.7 2.8	Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
10.4.3	Manage convention, meeting, and banquet support functions.	3.3 4.1 4.2 5.4	Adaptable and Flexible Interpersonal Skills Productive Team Skills Decision Making	C3 C4	Allocates Materials and Facility Resources Allocates Human Resources
10.4.4	Apply basic skills in food and catering services.	4.1 4.2 5.4	Interpersonal Skills Productive Team Skills Decision Making	C3 C4 C11	Allocates Materials and Facility Resources Allocates Human Resources Serves Clients/Customers
10.4.5	Manage use, care, maintenance, and storage of equipment, tools, and supplies.	1.10 3.5	Classifying Self-Control and Self-Discipline	C3 F16	Allocates Materials and Facility Resources Self-Management
10.4.6	Apply facility services skills.	4.1	Interpersonal Skills	C3	Allocates Materials and Facility Resources

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

## Skill Standards

## Kentucky Academic Expectations

## SCANS

		4.2	Productive Team Skills	C11	Serves Clients/Customers
10.4.7	Apply time and work management to facility services tasks.	3.3 3.5	Adaptable and Flexible Self-Control and Self-Discipline	C1 C11	Allocates Time Serves Clients/Customers
10.4.8	Perform appropriate work roles within the sales and marketing division.	3.3	Adaptable and Flexible		
<b>10.5</b>	<b>Demonstrate practices and skills for travel related services.</b>				
10.5.1	Examine geography, climate, sites, and time zones of various regions and countries.	2.19 5.1	Relationship of Geography to Human Activity Critical Thinking	C6	Organizes and Maintains Information
10.5.2	Examine customs of various regions and countries.	2.16 2.19 5.1	Structure and Function of Social System Relationship of Geography to Human Activity Critical Thinking	C5 C17	Acquires and Evaluates Information Applies Technology to a Task
10.5.3	Inspect food, beverage, and etiquette for various regions and countries.	2.16 5.1	Structure and Function of Social System Critical Thinking	C5	Acquires and Evaluates Information
10.5.4	Assemble information needed for domestic and international travel.	1.1	Accessing Sources of Information	C5	Acquires and Evaluates Information
10.5.5	Produce travel documents and itineraries.	1.1 1.16 5.2	Accessing Sources of Information Using Electronic Technology Creative Thinking	C7	Interprets and Communicates Information
10.5.6	Check travel arrangements using computerized systems.	1.16	Using Electronic Technology	C8	Uses Computers to Process Information
<b>10.6</b>	<b>Demonstrate management of recreation, leisure, and other programs and events.</b>				
10.6.1	Coordinate client inquiries and requests.	1.2 1.4	Reading Listening	C11 C13	Serves Clients/Customers Negotiates to Arrive at a Decision
10.6.2	Design themes, time lines, budgets, agendas, and itineraries.	1.11 5.1	Writing Critical Thinking	C6 C11	Organizes and Maintains Information Serves Clients/Customers
10.6.3	Organize locations, facilities, suppliers, and vendors for specific services.	1.10	Classifying	C6 F11	Organizes and Maintains Information Knows How to Learn
10.6.4	Prepare for distribution of event materials.	4.1 4.2	Interpersonal Skills Productive Team Skills	C3	Allocates Materials and Facility Resources
10.6.5	Demonstrate skills related to promoting and publicizing events.	4.1 5.2	Interpersonal Skills Creative Thinking	C3	Allocates Materials and Facility Resources
10.6.6	Manage programs and events for specific age groups or populations.	2.16 3.6	Structure and Function of Social System Self Control and Self Discipline	C1 C2 C3	Allocates Time Allocates Money Allocates Materials and Facility Resources
	<b>EMPLOYABILITY STANDARDS</b>				
	<b>Exhibit Workplace Skills</b>				
A001	Demonstrate consistently punctual arrival.	3.5	Self-Control and Self-Discipline	F13 F16 F17	Responsibility Self-Management Integrity/ Honesty

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards			Kentucky Academic Expectations		SCANS
A002	Document regular attendance.	3.5	Self-Control and Self-Discipline	C6 F13 F16 F17	Organize and Maintains Information Responsibility Self-Management Integrity/ Honesty
A003	Demonstrate enthusiasm and confidence about work and learning new tasks.	2.36 2.37 3.5 3.7	Employability Skills Cultural Diversity Self-Control and Self-Discipline Learn On One's Own	C9 C12 F5 F6 F11 F15 F16	Participates Exercises Leadership Listening Speaking Know How to Learn Social Self-Management
A004	Demonstrate appropriate dress and hygiene for successful employment.	2.29 2.32 2.37 3.5	Consumerism Mental and Emotional Wellness Employability Skills Self-Control and Self-Discipline	C6 F1 F5 F16	Organize and Maintains Information Reading Listening Self-Management
A005	Demonstrate the ability to act in a polite and respectful way towards co-workers.	2.37 2.26 3.5 4.1 4.3	Employability Skills Diversity Self-Control and Self-Discipline Interpersonal Skills Consistent, Responsive, Caring Behavior	F5 F6	Listening Speaking
A006	Demonstrate the ability to complete tasks on time and accurately.	2.37 2.26 2.38 3.5 4.3	Employability Skills Diversity Resumes, Interviews and Advancement Self-Control and Self- Discipline Consistent, Responsive, Caring Behavior	C6 C9 C11 C16 F13 F16 F17	Organize and Maintains Information Participates Serves Clients/Customers Monitors and Corrects Performance Responsibility Self-Management Integrity/ Honesty
A007	Demonstrate the ability to make career decisions.	2.36 2.37 2.38 5.1	Employability Skills Cultural Diversity Resumes, Interviews and Advancement Critical Thinking	C5 F8 F11 F13 F14	Acquires and Evaluates Information Decision Making Know How to Learn Responsibility Self-Esteem
A008	Prepare a resume and letter of application or interest.	2.38 1.11	Resumes, Interviews and Advancement Writing	C8 C19 F1 F2 F11	Uses Computers to Process Information Applies Technology to a Task Reading Writing Know How to Learn
A009	Fill out an application for employment.	2.38 1.11	Resumes, Interviews and Advancement Writing	C7 C19 F1 F2	Interprets and Communicates Information Applies Technology to a Task Reading Writing
A010	Participate in an employment interview.	2.38	Resumes, Interviews and Advancement	C7 C14	Interprets and Communicates Information Works with Cultural Diversity

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

## Skill Standards

## Kentucky Academic Expectations

## SCANS

				F5 F6 F12 F15 F16 F17	Listening Speaking Reasoning Social Self-Management Integrity/ Honesty
A011	Follow directions and procedures.	1.2 1.3 1.4 2.26	Reading Observing Listening Diversity	C6 F12 F13	Organize and Maintains Information Reasoning Responsibility
A012	Accept constructive criticism.	2.26 4.1 4.4 4.6	Diversity Interpersonal Skills Rights and responsibilities Open mind to alternative perspectives	C6 C7 C9 C12 C16 F5 F6 F11 F13 F14 F16	Organize and Maintains Information Interprets and Communicates Information Participates Exercises Leadership Monitors and Corrects Performance Listening Speaking Know How to Learn Responsibility Self-Esteem Self-Management
A013	Work with minimal supervision.	2.26 3.3 3.4 3.5 3.7 4.4 5.4 6.1	Diversity Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Learn On One's Own Rights and responsibilities Decision Making Applying Multiple Perspectives	C6 C7 C8 C9 C12 C16 C18 C19 F1 F2 F3 F4 F5 F7 F8 F9 F11 F12 F13 F16 F17	Organize and Maintains Information Interprets and Communicates Information Uses Computers to Process Information Participates Exercises Leadership Monitors and Corrects Performance Selects Technology Applies Technology to a Task Reading Writing Arithmetic Mathematics Listening Creative Thinking Decision Making Problem Solving Know How to Learn Reasoning Responsibility Self-Management Integrity/ Honesty

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
	Understand Workforce Issues.				
B001	Recognize the difference between a team environment workplace and a conventional workplace.	1.2 1.3 1.4 4.1 4.2 4.5	Reading Observing Listening Interpersonal Skills Productive Team Skills Multicultural Sensitivity	C7 C9 C15	Interprets and Communicates Information Participates Understands Systems
B002	Identify the characteristics of a diverse workforce.	2.26 2.27 4.5 4.6	Diversity Language Multicultural Sensitivity Open mind to alternative perspectives	C7 C9 C14 F13 F15 F16 F17	Interprets and Communicates Information Participates Works with Cultural Diversity Responsibility Social Self-Management Integrity/ Honesty
B003	Identify good ethical characteristics and behaviors.	2.29 2.32 3.6	Consumerism Community Health System Ethical Values	C7 C9 F13 F15 F16 F17	Interprets and Communicates Information Participates Responsibility Social Self-Management Integrity/ Honesty
B004	Differentiate between good and poor business ethics.	3.6 5.1	Ethical Values Critical Thinking	C5 C6 C7 F17	Acquires and Evaluates Information Organize and Maintains Information Interprets and Communicates Information Integrity/ Honesty
B005	Match employee responsibilities to employer expectations.	3.3 4.1 4.4	Adaptable and Flexible Interpersonal Skills Rights and responsibilities	C6 C7 C11 C16 F13 F17	Organize and Maintains Information Interprets and Communicates Information Serves Clients/Customers Monitors and Corrects Performance Responsibility Integrity/ Honesty
B006	Define discrimination, harassment and equity.	2.16 2.26 2.30 2.32 2.33 2.37 3.6	Structure and Function of Social System Cultural Diversity Consumerism Mental and Emotional Wellness Community Health System Employability Skills Ethical Values	C6 C7 C14 F5 F6 F11 F12 F16 F17	Organize and Maintains Information Interprets and Communicates Information Works with Cultural Diversity Listening Speaking Know How to Learn Reasoning Self-Management Integrity/ Honesty
B007	Demonstrate non-discriminatory behavior.	3.5 4.3	Self-Control and Self-Discipline Consistent, Responsive, Caring Behavior	C7 F1 F5	Interprets and Communicates Information Reading Listening

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

## Skill Standards

## Kentucky Academic Expectations

## SCANS

				F6 F13 F15 F16 F17	Speaking Responsibility Social Self-Management Integrity/ Honesty
B008	Maintain confidentiality and sensitivity of company information.	3.6 3.5	Ethical Values Self-Control and Self-Discipline	C6 C7 F13 F16 F17	Organize and Maintains Information Interprets and Communicates Information Responsibility Self-Management Integrity/ Honesty
	<b>Perform Business Planning and Operations Procedures</b>				
C001	Plan and manage work schedules.	1.10 1.11 5.1	Classifying Writing Critical Thinking	C4 C5 C6 C12 F8 F12 F13	Allocates Human Resources Acquires and Evaluates Information Organize and Maintains Information Exercises Leadership Decision Making Reasoning Responsibility
C002	Maintain receipts and disbursements records.	1.10 1.11	Classifying Writing	C6 F17	Organize and Maintains Information Integrity/Honesty
C003	Maintain inventory records.	1.16	Using Electronic Technology	C6 C19	Organize and Maintains Information Applies technology to a Task
C004	Maintain computer records.	1.2 1.3 1.4 4.1 5.4 6.1	Reading Observing Listening Interpersonal Skills Decision Making Applying Multiple Perspectives	C5 C6	Acquires and Evaluates Information Organize and Maintains Information
C005	Identify possible actions that may lead to customer dissatisfaction.	1.2 1.3 1.4 4.1 5.1 6.2	Reading Observing Listening Interpersonal Skills Critical Thinking Developing New Knowledge	C7 C11 F5 F6 F7 F9 F13 F15 F16	Interprets and Communicates Information Serves Clients/Customers Listening Speaking Creative Thinking Problem Solving Responsibility Social Self-Management
C006	Identify the ways that the level of customer satisfaction may affect company success.	1.11 1.12 5.1	Writing Speaking Critical Thinking	C7 C11 F7	Interprets and Communicates Information Serves Clients/Customers Creative Thinking
C007	Explain the importance of a business reputation.	1.2	Reading	C7	Interprets and Communicates Information

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
		1.3 1.4 1.11 1.12 4.1	Observing Listening Writing Speaking Interpersonal Skills	C11	Serves Clients/Customers
C008	Identify possible actions that may be used to correct customer dissatisfaction.	1.2 1.3 1.4 1.11 1.12 4.1 5.1	Reading Observing Listening Writing Speaking Interpersonal Skills Critical Thinking	C5 C7 C11	Acquires and evaluates Information Interprets and Communicates Information Serves Clients/Customers
C009	Explain the effect of quality on profit.	1.2 1.3 1.4 1.11 1.12 2.18	Reading Observing Listening Writing Speaking Structure and Function of Economic System	C7 F2 F6	Interprets and Communicates Information Writing Speaking
C010	Identify the effects of continuous quality improvement.	1.2 1.3 1.4 1.11 1.12 5.1	Reading Observing Listening Writing Speaking Critical Thinking	C7 C15 F2 F6 F9	Interprets and Communicates Information Understands Systems Writing Speaking Problem Solving
	<b>Demonstrate Effective Communication and Teamwork Skills.</b>				
D001	Organize materials with a logical flow.	1.2 1.10 5.1	Reading Classifying Critical Thinking	C6 F12	Organize and Maintains Information Reasoning
D002	Interpret and clarify directions prepared by others.	1.2 1.3 1.4 5.1	Reading Observing Listening Critical Thinking	C7 F1 F5 F12 F15 F16	Interprets and Communicates Information Reading Listening Reasoning Social Self-Management
D003	Communicate with customers.	1.12 4.1	Speaking Interpersonal Skills	C7 C11 F5 F6 F9	Interprets and Communicates Information Serves Clients/Customers Listening Speaking Problem Solving
D004	Understand team concepts.	4.2	Productive Team Skills	C7 C9	Interprets and Communicates Information Participates



# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
				F9	Problem Solving
D005	Write steps of an occupational process using sentences and statements as appropriate.	1.11	Writing	C7 F2 F12	Interprets and Communicates Information Writing Reasoning
D006	Elect appropriate communication methods.	1.11 1.12	Writing Speaking	C3 C6 C13 C16 C18 F1 F5 F9	Allocates Materials and Facility Resources Organize and Maintains Information Negotiates to Arrive at a Decision Monitors and Corrects Performance Selects Technology Reading Listening Problem Solving
D007	Identify various group processes.	1.2 1.3 1.4 2.16 2.26 4.5	Reading Observing Listening Structure and Function of Social System Language Multicultural Sensitivity	C7 F2 F6	Interprets and Communicates Information Writing Speaking
D008	Identify components of group dynamics.	1.2 1.3 1.4 2.16 4.5	Reading Observing Listening Structure and Function of Social System Multicultural Sensitivity	C7 F2 F6	Interprets and Communicates Information Writing Speaking
D009	Apply facilitation skills in a group setting.	4.1 4.2 4.3 4.4 4.5 4.6	Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and responsibilities Multicultural Sensitivity Open mind to alternative perspectives	C7 C9 C12 F5 F6 F8 F9 F13 F15 F16	Interprets and Communicates Information Participates Exercises Leadership Listening Speaking Decision Making Problem Solving Responsibility Social Self-Management
	<b>Demonstrate Problem Solving Techniques.</b>				
E001	Explain the value of applying a problem-solving system.	1.11 1.12	Writing Speaking	C7 C10 C15	Interprets and Communicates Information Teaches Others Understands Systems

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

## Skill Standards

## Kentucky Academic Expectations

## SCANS

				F2 F6	Writing Speaking
E002	Apply a system of problem solving.	1.1 1.10 5.1 5.2 5.3 5.4 5.5 6.1	Accessing Sources of Information Classifying Critical Thinking Creative Thinking Conceptualizing Decision Making Problem Solving Applying Multiple Perspectives	C7 C9 C12 C16 C20 F2 F6 F9	Interprets and Communicates Information Participates Exercises Leadership Monitors and Corrects Performance Maintains and Troubleshoots Technology Writing Speaking Problem Solving
E003	Identify opportunities for applying problem solving techniques.	1.1 5.2 5.3 5.4 6.1	Accessing Sources of Information Creative Thinking Conceptualizing Decision Making Applying Multiple Perspectives	C7 C15 F2 F6 F9	Interprets and Communicates Information Understands Systems Writing Speaking Problem Solving
	<b>ACADEMIC STANDARDS for 5.0</b>				
	<b>Language Arts</b>				
	Applies the reading process and strategies to directions or tasks that are relatively short, with limited categories of information, directions, concepts and vocabulary (LA 1)	1.2	Reading	F1	Reading
	Demonstrates competence in using various information sources, including knowledge-based and technical texts, to perform specific tasks (LA 2)	1.1	Accessing Sources of Information	C5	Acquires and Evaluates Information
	Demonstrates competence in writing and editing documents, using correct grammar and punctuation.	1.11	Writing	F2	Writing
	Demonstrates competence in speaking to provide, distribute, or find information.	1.1 1.12	Accessing Sources of Information Speaking	F6	Speaking
	Demonstrates competence in making oral formal and informal presentations, including selecting and using media (LA 5)	1.12	Speaking	F6	Speaking
	Adapts listening strategies to utilize verbal and nonverbal content of communication (LA 6)	1.4	Listening	F5	Listening
	<b>Mathematics</b>				
	Adds, subtracts, divides, multiplies whole and mixed numbers, fractions, and decimals (MA 1), (MA 2)	2.7 2.8	Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
	Uses a calculator to add, subtract, divide, multiply whole and mixed numbers, decimals, and calculate square root, calculate percentages, ratios and formulas (MA 1), (MA 5), (MA 3)	1.16 2.7 2.8	Uses Electronic Technology Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
	Uses a calculator to add, subtract, divide, multiply	1.16	Uses Electronic Technology	F3	Arithmetic

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
	whole and mixed numbers, decimals, and calculates square root (MA 3)	2.7 2.8	Number Mathematical Procedures	F4	Mathematics
	Mentally adds, subtracts, divides, and multiplies whole numbers (MA 4)	2.7 2.8	Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
	Understands and applies basic and advanced methods of measurement (MA 6), (MA 7)	2.10	Measurement	F3 F4	Arithmetic Mathematics
	Precisely calculates areas, circumferences, perimeters, volume, and surface areas or geometric figures (MA 005) (MA 006), (MA 007), (MA 008), (MA 009), (MA 014)	2.9	Space and Dimensionality	F3 F4	Arithmetic Mathematics
	Constructs lines, both parallel and perpendicular (MA 112), (MA 114)	2.9	Space and Dimensionality	F3 F4	Arithmetic Mathematics
	Constructs charges, tables, and graphs (MA 097)	2.7 2.8	Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
	Distinguishes characteristics of angles, circles, and arcs (MA 128)	2.9	Space and Dimensionality	F3 F4	Arithmetic Mathematics
	Distinguishes proportions and congruence (MA 133)	2.9	Space and Dimensionality	F3 F4	Arithmetic Mathematics
	Estimates and rounds to determine estimated outcomes (MA 139)	2.7	Number	F3 F4	Arithmetic Mathematics
	Identifies parallel/perpendicular, vertical/horizontal lines, and line rays/segments (MA 168), (MA 169), (MA 170)	2.9	Space and Dimensionality	F3 F4	Arithmetic Mathematics
	Identifies the application of statistical processes (MA 173)	2.13	Data	F3 F4	Arithmetic Mathematics
	Interprets charts, tables, and graphs (MA 174)	2.7 2.8	Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
	Measures angles (MA 180)	2.9	Space and Dimensionality	F3 F4	Arithmetic Mathematics
	Measures distance, using standard measurement tools (MA 181)	2.10	Measurement	F3 F4	Arithmetic Mathematics
	Solves problems and generates conclusions using deductive reasoning (MA 229)	5.1	Critical Thinking	F9 F112	Problem Solving Reasoning
	Understands geometric figures using visual perception and line and angle relationships (MA 244), (MA 245)	2.9	Space and Dimensionality	F3 F4	Arithmetic Mathematics
	Uses calculator to add, subtract, multiply, divide and to calculate formulas (MA 261), (MA 262), (MA 264), (MA 266), (MA 268)	2.7 2.8	Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
	Constructs angles, geometric figures, and lines (MA 094), (MA 100), (MA 112)	2.9	Space and Dimensionality	F3 F4	Arithmetic Mathematics

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
	<b>Science</b>				
	Knows the environmental impact of materials (solid, liquid, gaseous) (SC 2)	2.6	Change Over Time	C5	Acquires and Evaluates Information
	Analyzes and evaluates environmental issues (SC 007)	2.1	Nature of Science Activity	C5	Acquires and Evaluates Information
	Uses computers for information processing (SC 499)	1.16	Using Electronic Technology	C8	Uses Computers to Process Information
	Describes and explains chemical reactions related to contamination (SC 512)	2.6	Change Over Time	C5	Acquires and Evaluates Information
	<b>ACADEMIC STANDARDS for 10.0</b>				
	<b>Language Arts</b>				
	Applies reading process and strategies to direction or tasks that are relatively short, with limited categories of information, directions, concepts and vocabulary (LA 1)	1.2	Reading	F1	Reading
	Demonstrates competence in using various information sources, including knowledge-based and technical texts, to perform specific tasks.	1.1	Accessing Sources of Information	C5	Acquires and Evaluates Information
	Demonstrates competence in writing and editing documents, using correct grammar, and punctuation (LA 3)	1.11	Writing	F2	Writing
	Demonstrates competence in speaking to provide, distribute, or find information (LA 4)	1.12	Speaking	F6	Speaking
	Demonstrates competence in making oral formal and informal presentations, including selecting and using media (LA 5)	1.12	Speaking	F6	Speaking
	Adapts listening strategies to utilize verbal and nonverbal content of communication (LA 6)	1.4	Listening	F5	Listening
	<b>Mathematics</b>				
	Mentally, manually, and by calculator, adds, subtracts, divides, multiplies whole and mixed numbers, fractions, decimals; calculates square root, percentages, and formulas. (MA1), (MA 2), (MA 3), (MA 4), (MA 5)	2.7 2.8	Number Mathematical Procedures	F3 F4	Arithmetic Mathematics
	Understands and applies basic and advanced methods of measurement (MA 6), (MA 7)	2.10	Measurement	F3 F4	Arithmetic Mathematics
	Interprets charts, tables, and graphs (MA 174)	2.7 2.8	Number Mathematical Procedures	C5	Acquires and Evaluates Information
	Solves problems and generates conclusions using deductive reasoning (MA 229)	5.1	Critical Thinking	F9 F12	Problem Solving Reasoning
	Uses a calculator or computer to manipulate formulas (MA 264)	2.7 2.8	Number Mathematical Procedures	C8 F3 F4	Uses Computers to Process Information Arithmetic Mathematics

# Hospitality Services Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
Science					
Uses common laboratory equipment and procedures (SC 1)	2.1	Nature of Science Activity			
Knows the environmental impact of materials (solid, liquid, gaseous) (SC 2)	2.6	Change Over Time	C5	Acquires and Evaluates Information	
Understands the effect of chemicals on humans and plants (SC 3)	2.6	Change Over Time	C5	Acquires and Evaluates Information	
Describes and explains chemical reactions including inhibitors (SC 114), (SC 121)	1.11 1.12 2.1 2.6	Writing Speaking Nature of Science Activity Change Over Time	C7 F2 F6	Interprets and Communicates Information Writing Speaking	
Describes and explains series and parallel, circuits, generators, and transformers (SC 186), (SC 194), (SC 197) (SC 517)	1.11 1.12 2.3	Writing Speaking Systems and Interactions	C7 F2 F6	Interprets and Communicates Information Writing Speaking	
Describes and explains heat conduction/convection, insulation and cooling requirements, radiant heating, and temperature (SC 273), (SC 274), (SC 275), (SC 280), (SC 281), (SC 282)	1.11 1.12 2.1 2.3 2.10	Writing Speaking Nature of Science Activity Systems and Interactions Measurement	C7 F2 F6	Interprets and Communicates Information Writing Speaking	
Describes and explains human development and aging process, digestive system, diseases, blood plasma, pressure and the circulatory system, metabolism, skin and muscles (SC 284), (SC 286), (SC 287) (SC 288), (SC 290), (SC 291), (SC 298), (SC 299), (SC 300), (SC 304), (SC 307), (SC 309)	1.11 1.12 2.1 2.3 2.10	Writing Speaking Nature of Science Activity Systems and Interactions Measurement	C7 F2 F6	Interprets and Communicates Information Writing Speaking	
Identifies organisms such as bacteria and fungi (SC 480), (SC 481)	2.6	Change Over Time	C7	Interprets and Communicates Information	
Identifies acids and bases (SC 449)	2.3	Systems and Interactions	C7	Interprets and Communicates Information	
Uses computers for information processing (SC 499)	1.16	Using Electronic Technology	C8	Uses Computers to Process Information	
Describes fluid and hydraulic systems (SC 503)	1.11 1.12 2.3	Writing Speaking Systems and Interactions	C7 F2 F6	Interprets and Communicates Information Writing Speaking	
Describes and explains chemical reactions related to contamination (SC 512)	1.11 1.12 2.6	Writing Speaking Change Over Time	C7 F2 F6	Interprets and Communicates Information Writing Speaking	